

Land Records Supervisor

Dept: Global

FLSA Status: Exempt

General Definition of Work

Performs difficult administrative work supervising, organizing, scheduling, training and evaluating land property and mapping staff and daily operations, and related work as apparent or assigned. Work is performed under the general direction of the Tax Administrator. Divisional supervision is exercised over all personnel within the division.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Supervises, organizes, schedules, trains and evaluates the staff and daily operations of the mapping division.
- Processes recorded deeds and plats.
- Processes name changes from recorded estate files and death certificates.
- Updates information in the geographical information system pertaining to names and property transfers, mergers, acreage and pin corrections.
- Conducts research to resolve issues pertaining to property lines, owners and other customer service issues.
- Assists staff with daily operations and customer service.
- Processes city annexations.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of principles, practices and techniques used in listing and mapping real property. Ability to interpret and explain the North Carolina Machinery Act relating to listing real property. Ability to exercise judgment on tax related problems and other matters. Thorough knowledge of the functions of various sections within the Tax Department; thorough skill operating standard office equipment, hardware and software; ability to read and interpret engineering drawings and to compute land areas; general knowledge of real estate law and laws relating to public right of ways; ability to research deeds and other land records; ability to explain the need for acquiring property and to interpret eminent domain proceedings to property owners; ability to communicate ideas effectively, both orally and in writing; ability to direct and supervise the work of others; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to establish and maintain effective working relationships with property owners, associates and the general public.

Education and Experience

Bachelor's degree in business management, business administration, or related field and one to three years experience working in a tax office, mapping, surveying, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires repetitive motions, frequently requires sitting, speaking or hearing and using hands to finger, handle or feel and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work requires close vision, ability to adjust

Land Records Supervisor

focus and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

None.

Competencies

Leading with Integrity: Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

Negotiation Skills: Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

Managing Customer Focus: Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

Quality Management: Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

Team Leadership: Fosters team cooperation: Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

Change Management: Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

Managing People: Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date